

**State Controller's Office**  
**Personnel and Payroll Services Division/CSU Operations Program**  
**Escalation E-mail Guidelines and Contact List**

To better serve the Office of the Chancellor and California State University (CSU) Human Resources (HR) Offices, the Personnel and Payroll Services Division, CSU Operations Program has established a centralized mailbox to escalate personnel and/or payroll matters. **Supervisors and Managers in campus HR Offices** may now direct their communication to [PPSDCSUInquiry@sco.ca.gov](mailto:PPSDCSUInquiry@sco.ca.gov).

**Prior to escalating an issue, please ensure you have attempted to contact the CSU Operations Program by way of our Statewide Customer Contact Center at (916) 372-7200 or at one of our Additional Program Area Contacts listed below.** An example of an issue to escalate may include not receiving a return call after two (2) business days.

**When escalating items via email, please provide the following information to help us assist you more efficiently:**

- The name of the area within the CSU Operations Program (i.e., Personnel, Benefits, Payroll Administration including Disability and Retirement)
- Your name, campus, and contact information
- The name of the Employee and the last four (4) digits of the Social Security Number
- A clear detailed description of the issue (Pay Period, Benefit type, etc.)
- An outline of the research already conducted
- The name(s) of the area and date (s) within the CSU Operations Program you have already contacted regarding the question/matter
- Any additional background information necessary to research the question/matter (i.e., the form name and/or number and date submitted)

You will receive a response from us within two business. **Note: While we can appreciate the need to validate if we have received a document/request, it is our practice to process such requests rather than respond to inquiries of receipt, as this creates delays in processing.**

Thank you for your cooperation.

Please see the updated Statewide Customer Contact Center Call Tree Diagram ([Click Here](#)).

Additional Program Area Contacts

Program Area	Contact
Affordable Care Act	(916) 322-3770
Duplicate Form W-2	(916) 445-2847
CalPERS Reciprocity	(916) 319-9067
Retirement	(916) 324-1471